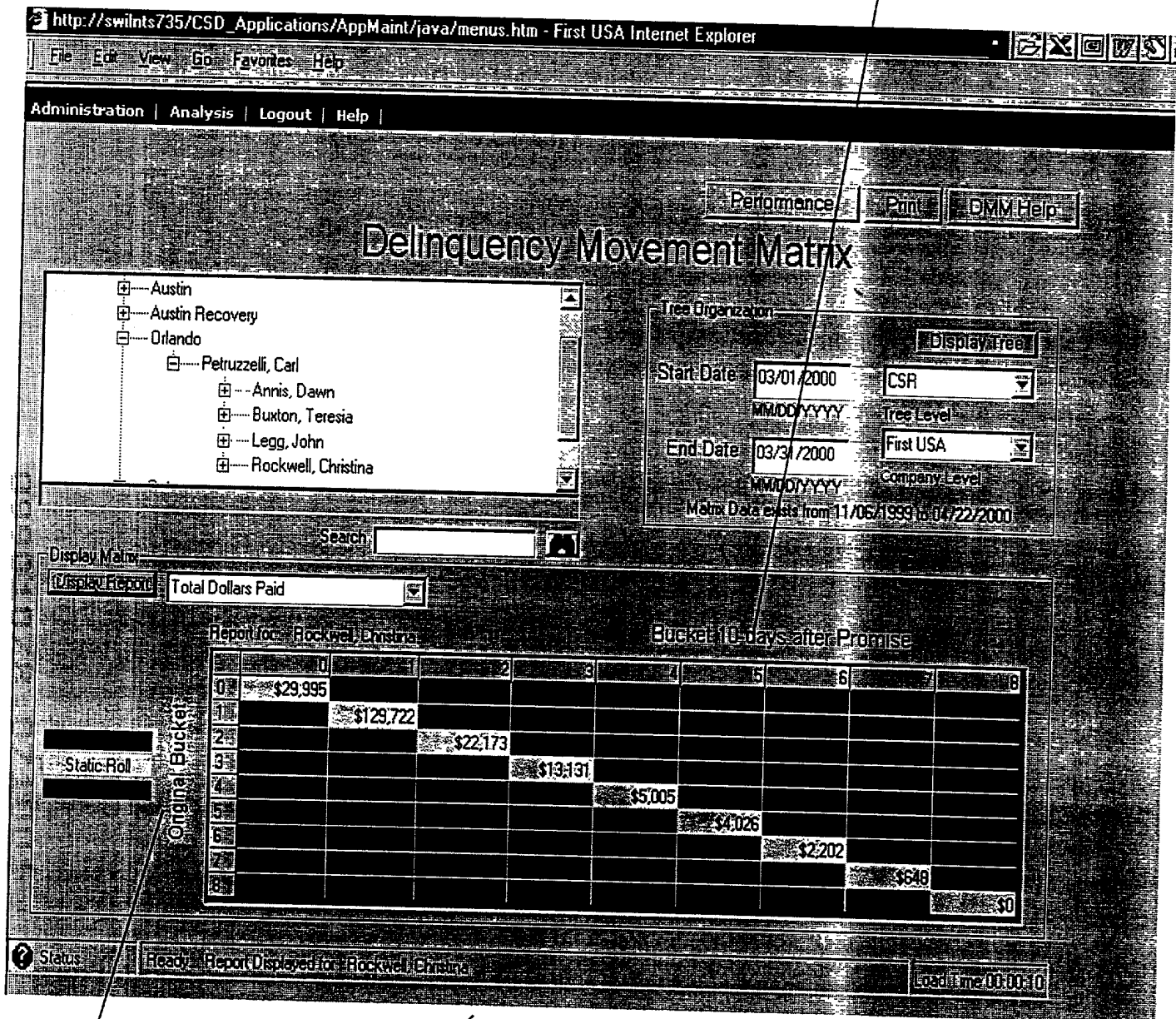


FIG. 1

Location of account 10 days
after promise



Location of account on day
promise taken

202

FIG. 2

U.S. Patent Application
Title: "System and Method For Supervising Account Management Operations"
Inventor: Rebecca Lynn SIEGEL et al.
Filed: July 10, 2001
Attorney Docket No.: 47004.000089

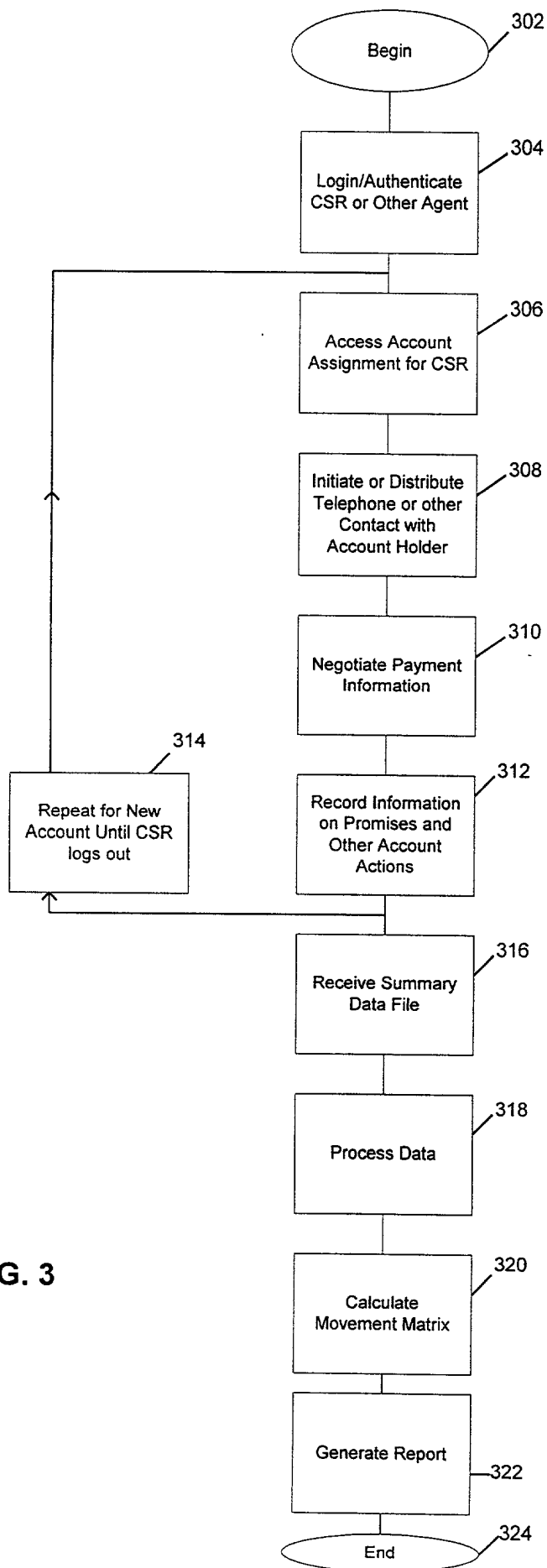


FIG. 3

U.S. Patent Application
 Title: "System and Method For Supervising Account Management Operations"
 Inventor: Rebecca Lynn SIEGEL et al.
 Filed: July 10, 2001
 Attorney Docket No.: 47004.000089

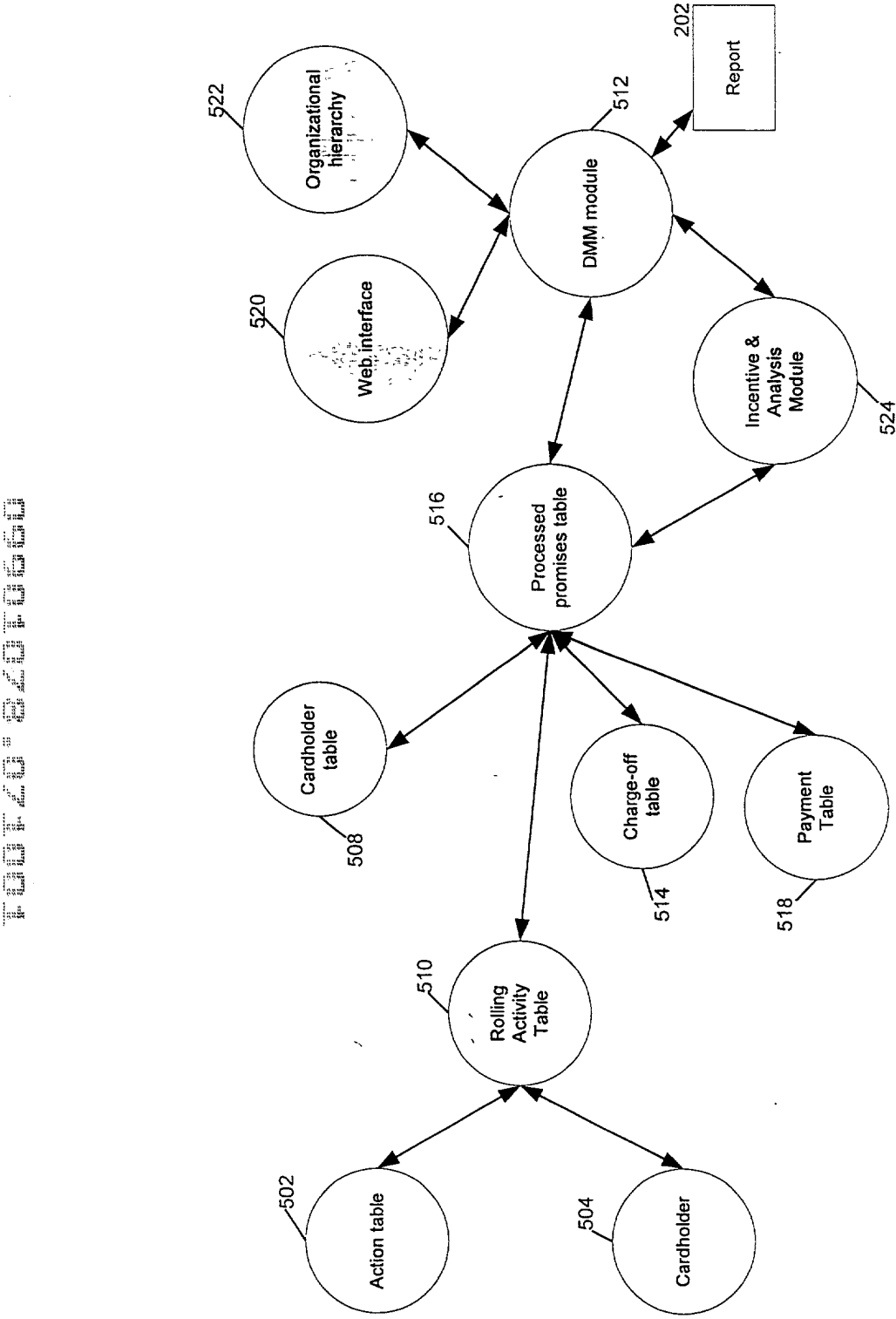


FIG. 4

Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR – No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

Note: Global report is available for all report options.

Delinquency Movement Matrix

Global

- ☐ Bank One
- ☐ Chevy Chase
- ☐ First Card
- ☐ First USA

Tree Organization

Start Date: 10/01/1999

End Date: 10/01/1999

Matrix Data exists from 09/20/1999

Display Tree

Global

Date Ranges

Display Matrix

Display Report: Roll Rates

Report for: Chevy Chase

Bucket 10-days after Promise

Original Bucket	0	1	2	3	4	5	6	7	8
0	0.00%								
1	72.31%	20.83%							
2	50.37%	12.35%	24.44%						
3	26.69%	9.25%	21.00%	34.88%					
4	23.40%	2.13%	6.38%	27.65%	28.72%				
5	23.40%	0.00%	2.13%	6.38%	27.65%	31.91%			
6	21.74%	2.17%	0.00%	0.00%	2.17%	28.26%	23.91%		
7	19.05%	0.00%	0.00%	0.00%	2.38%	2.38%	14.29%	33.33%	
8	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Static Roll

Backward Roll

Status: Ready.. Report Displayed for: Chevy Chase

Load Time 00:00:04

U.S. Patent Application
Title: "System and Method For Supervising Account Management Operations"
Inventor: Rebecca Lynn SIEGEL et al.
Filed: July 10, 2001
Attorney Docket No.: 47004 000089

Patent 2002010660

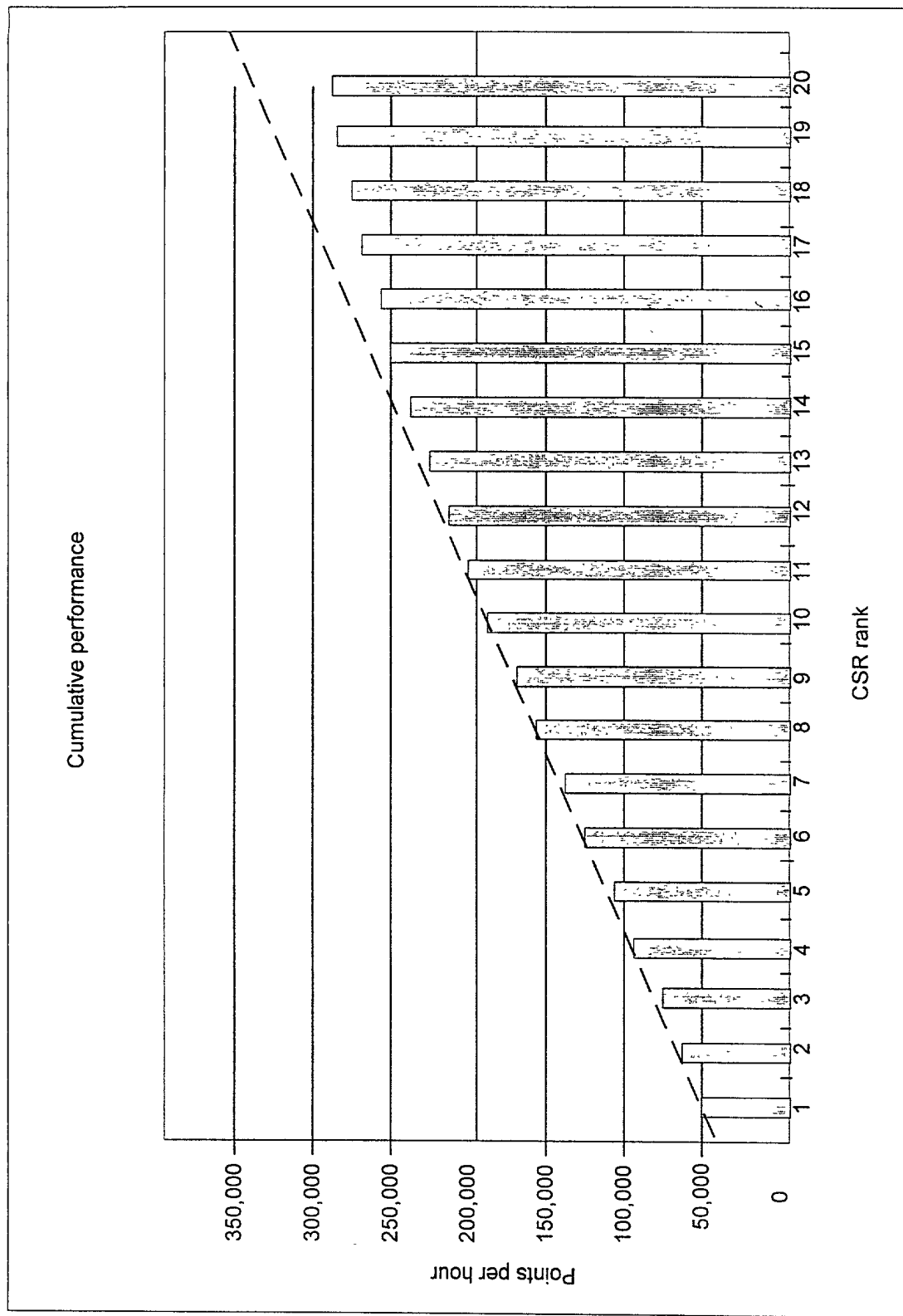


FIG. 6

U.S. Patent Application
Title: "System and Method For Supervising Account Management Operations"
Inventor: Rebecca Lynn SIEGEL et al.
Filed: July 10, 2001
Attorney Docket No.: 47004.000089